

WARRANTY CARD

MANUFACTURER'S WARRANTY SPECIFICATION

- Lithium Iron Phosphate Battery LiFePO4
- 50 Ah 75 Ah 100 Ah 150 Ah
- 200 Ah 280 Ah 300 Ah
- GREEN LINE BLUE LINE
- Heating pads Wireless communication
- Measuring devices
- display LCD TK15 TF03K
- Charger
- DL240 DL400 DL900
- DL1200 DL-300WP DL-600WP
- DL-1200WP Umin W
- DL2000 DL-900 II DL-4000
- Equalizer KTO4
- Kon-TEC 5,2kWh 100Ah KT-LFPES512100

- KT-LFPHV
- KT-LFPHV
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Catalog No.

Serial No.

Date of sale:

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Seller's stamp and signature

WARRANTY CLAIMS:

Warranty repairs within the European Union are carried out exclusively by Kon-TEC service. In case of a defect, the product along with the required documents (see warranty conditions) should be:

Delivered to the sales point
or shipped (at the recipient's cost and risk) to:

If shipping up to 3 devices:

Kon-TEC sp. z o.o. Office
Boya-Żeleńskiego 12, Building B
35-105 Rzeszów, Poland

If shipping more than 3 devices:

Kon-TEC sp. z o.o. Warehouse
Boya-Żeleńskiego 14,
35-105 Rzeszów, Poland

REPAIR INFORMATION:

email: info@kon-tec.eu
tel: +48 572 001 154

WARRANTY TERMS

Batteries, energy storage units, chargers, balancers, and measuring devices introduced to the UE market by Kon-TEC sp. z o.o., Boya-Żeleńskiego 12, 35-105 Rzeszów, are covered by the manufacturer's warranty under the following conditions:

WARRANTY TERMS

The product, which is a 12.8V LFP battery Blue Line series is warranted to be free from material and manufacturing defects for a period of 5 years from the date of production, or 3 years from the date of purchase (whichever is shorter, not exceeding 5 years from production), within UE. For 12.8V LFP batteries from Green Line series, chargers, measuring devices, and balancers, the warranty period is 24 months from the date of purchase.

For high-voltage energy storage units and the low-voltage energy storage unit Kon-TEC 5.12kWh 100Ah KT-LFPES512100, the warranty is granted for 5 years from the production date, or 10 years on cells, or 6000 full cycles (one cycle = full discharge and charge).

The warranty is recognized depending on which limit is reached first, with a maximum of 724 cycles per year.

If a defect in the battery cell is discovered after 7 years, the cell can be replaced free of charge, excluding labor costs.

The BMS of the energy storage unit is covered by a 5-year warranty.

If symptoms of a defect occur during the warranty period, please contact the technical support department for further instructions. The warranty period begins at the moment of the device's purchase by the first user. The decisive date is the one on the original proof of purchase, along with the specific conditions described above.

CONDITIONS FOR MAINTAINING A 10-YEAR WARRANTY FOR THE KT-LFPES512100 ENERGY STORAGE UNIT:

- Installation must be performed by an accredited installer.
 - Usage must include communication with an inverter via CAN/RS485 communication protocol.
- In such case, the maximum usable energy is 4100Wh (80% DoD).

THIS WARRANTY DOES NOT APPLY IN CASES OF:

- Modification, dismantling, or damage due to improper use;
- Failure to follow the user manual;
- Resale at a public auction;
- Damage resulting from accidents or natural disasters;
- Damage to connection terminals;
- Improper installation, use, or charging;
- Damage from fire, freezing, or high temperatures;
- Water damage or crushing under pressure;
- Unauthorized interference with the device;
- Housing damage

WARRANTY COVERAGE:

Under this warranty, the faulty product will be restored to working condition or replaced if the defect prevents repair. Warranty claims will be processed within 30 business days from receipt.

Note – Replacement means delivery of a new, defect-free product of the same type, or – if discontinued production – with similar parameters (dimensions may differ).
The outer packaging may show signs of service activity.

TERRITORIAL SCOPE OF WARRANTY AND TRANSPORT COSTS

The warranty is valid throughout the European Union. In the event of a justified warranty repair or replacement, Kon-TEC covers transport costs only within the borders of the Republic of Poland. Transport to and from locations outside Poland is at the recipient's expense and risk. Kon-TEC's international distributors may have individual service and transport terms as defined in their respective agreements.

BASIS FOR CLAIM:

A valid claim requires a properly completed Kon-TEC warranty card filled in by the seller and a proof of purchase (invoice or receipt).

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NOTES ON INSPECTIONS AND REPAIRS